



Ticket Portal: Requirements for Access

The chart below details the tasks individual staff members at Employment Networks (EN) or State Vocational Rehabilitation (VR) agencies must complete before gaining access to the Ticket Portal.

Step	Requirement	Resources	EN Contact Information	State VR agency Contact Information
1	Clear Suitability: All individuals at Employment Networks and State VR agencies that will be accessing the Ticket Portal must gain a Suitability clearance.	<ul style="list-style-type: none"> For more information on completing Suitability, review the Suitability Guides for Employment Networks and State VR agencies in the Information Center at https://yourtickettowork.ssa.gov/web/ttw/resources-e-documents Required forms are available in the “Forms” section of the “Information Center” at https://yourtickettowork.ssa.gov/web/ttw/forms 	<ul style="list-style-type: none"> enservice@ssa.gov 	<ul style="list-style-type: none"> VR.Helpdesk@ssa.gov
2	Create a mySSA Account: To access the Ticket Portal, each user must have a mySSA account with extra security enabled. You can create an account and add extra security to existing accounts by visiting http://ssa.gov/myaccount/ . You will need a cell phone with texting capability for the verification process for your mySSA account and Ticket Portal account.	<ul style="list-style-type: none"> For more information on how to create a Social Security account, review training resources at https://yourtickettowork.ssa.gov/web/ttw/ticket-portal 	Contact SSA toll-free at 1-800-772-1213 (TTY 1-800-325-0778).	
3	ENs and State VR agencies must provide SSN and User ID. ENs must also submit Security Awareness Contractor Personnel Security Certification:	<ul style="list-style-type: none"> Download the SSA Security Awareness Contractor Personnel Security Certification form at https://yourtickettowork.ssa.gov/web/ttw/forms 	<ul style="list-style-type: none"> Email ENSB at ENservice@ssa.gov to let SSA know you have access to a mySSA account with the extra security enabled. 	<ul style="list-style-type: none"> Email VR.Helpdesk@ssa.gov to let Social Security know that you have a mySSA user ID. A SSA representative will contact with you



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	<p>When Social Security or the TPM refer to the "Security Awareness Training Letter" this is Form SSA-222, more commonly referred to as the SSA Security Awareness Contractor Personnel Security Certification.</p>		<ul style="list-style-type: none">You may send an encrypted email to let SSA know your SSN, User Id and Form SSA-222 to ENservice@ssa.gov or fax it to 410.597.0429.	<p>and obtain your username and SSN.</p>
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